

Third Party Administrator – Performance Report May 2012

Agenda Item 8.c.
06/20/12 Meeting

Medical and Pharmacy Claims Processing	Contracted Level	Level Met	Data Descriptions
"Clean" claims processed within 10 business days.	90%	95.4%	25,028 of 26,235 total claims
"Clean" claims processed within 30 calendar days.	100%	100%	26,235 of 26,235 total claims
Financial accuracy of claims paid.	99%	99.5%	\$24,343,086.89 of \$24,461,278.40 audited
Claims processed (paid and unpaid) without a payment error.	98%	99.7%	1,468 of 1,472 claims audited
Procedural accuracy rate for processing of claims.	97%	99.4%	1,463 of 1,472 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	19 disputed claims
Disputed claims resolved within 60 calendar days	100%	N/A	0 disputed claims

Subscriber Health Care Service Appeals	Contracted Level	Level Met	Data Descriptions
Resolution of non-urgent pre-service, post-service, and pharmacy appeals and complaints within 30 calendar days.	98%	100%	1 appeal, 1 complaint
Resolution of urgent pre-service and pharmacy appeals within 48 hours.	80%	N/A	0 appeals

Customer Service - Subscribers	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	90.9%	5,909 of 6,500 calls answered in 30 seconds; avg. of 16 seconds
Subscriber issues resolved within the same business day.	90%	95.6%	3,647 of 3,814 issue calls
Maximum call abandonment rate.	5%	1.4%	92 of 6,500 calls
Maximum line busy rate.	3%	0%	0 busy out of 6,500 calls
Voicemails answered within two business days.	90%	100%	15 voicemails
Subscriber complaints resolved within 30 calendar days.	95%	100%	1 complaint

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Provider Technical Support	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	90.6%	5,422 of 5,985 calls answered in 30 seconds; avg. of 16 seconds
Provider issues resolved within the same business day.	90%	98.1%	7,505 of 7,648 issue calls
Maximum call abandonment rate.	5%	0.3%	16 of 5,985 calls
Maximum line busy rate.	3%	0%	0 of 5,985 calls
Voicemails answered within two business days.	90%	100%	7 voicemails
Provider appeals resolved within 30 calendar days.	95%	100%	5 provider appeals

Subscriber Material Production and Distribution	Contracted Level	Level Met	Data Descriptions
ID cards sent within 10 days of receiving enrollment information from administrative vendor.	100%	100%	1,235 of 1,235 ID cards; average of 1.32 days
ID card accuracy.	100%	100%	1,235 of 1,235 ID cards
New subscriber materials sent within 10 business days of receiving enrollment information from administrative vendor.	100%	100%	1,235 of 1,235 packets; average of 1.32 days

Independent External Review (IER)	Contracted Level	Level Met	Data Descriptions
Expedited IER requests transmitted to administrative vendor within two business days.	100%	N/A	0 requests
Standard IER requests transmitted to administrative vendor within five business days.	100%	100%	1 request

Administrative Hearings	Contracted Level	Level Met	Data Descriptions
Requests for subscriber case files transmitted to Managed Risk Medical Insurance Board within five business days.	100%	N/A	0 requests